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**Department of Health Services
Children's Medical Services Network
(CMS Net) - Information Bulletin #193**

CANCELLATION OF DENTAL AND/OR ORTHODONTIC SAR'S

Currently when the county receives notification that Denti-Cal has denied treatment services for CCS-only clients, the county cancels existing dental and/or orthodontic SARs in CMS Net.

It has been brought to our attention that when a Dental/and or Orthodontic SAR is canceled, the Denti-Cal system voids the entire SAR which causes services provided prior to the date of cancellation that have not been billed to erroneously deny when submitted by the provider. This means orthodontists who have done an exam, or exam and study models, will not be reimbursed for their services if they have not billed for these services prior to the SAR being canceled regardless of the dates of service.

Secondly, if a case is closed due to the client no longer meeting CCS eligibility, the SAR should not be canceled. Should a provider bill for a service after the client loses eligibility the Denti-Cal system will edit accordingly. However, claims for dates of service prior to the loss of eligibility can continue to be appropriately paid.

Dental and/or Orthodontic SARs issued should extend through the clients program eligibility period. If treatment services are denied by Denti-Cal, claims submitted for non-authorized treatment will not adjudicate through the Denti-Cal system.

If a dental SAR has been canceled but the provider informs the county that they are receiving denials for services rendered prior to the cancellation date a new SAR will need to be issued. The Denti-Cal system cannot accept a modified SAR.

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Only Dental and/or Orthodontic SARs issued in error should be canceled.

The following procedures should be implemented immediately:

- Issue a SAR for the full CCS eligibility period.
- Do not cancel a dental/orthodontic SAR unless it was issued in error.
- If a SAR has already been canceled, issue a new SAR with the same dates as the original SAR.
- Do not modify a dental/orthodontic SAR.

We are working with the Denti-Cal staff to modify the system to utilize end dates and accept modified SAR but until those changes are in place the above procedures must be followed.